

# Discrepancy Updates

## 1. SWICA

SWICA compares wages in CARES Worker Web (CWW) to wages reported for a past period of time; SWICA discrepancies contain historical information that must be investigated. The past dates and historic information on the case must be reviewed; do not refer to current information on the case.

### Example:

SWICA discrepancies created on 1/30/15 relate to information from 7/01/14 – 09/01/14.

Creation Date	Discrepancy Type	Individual
01/30/2015	SWICA Wage match discrepancy - SWICA	32F PP
Program Area	Status	Comment
IM	Waiting for Customer Info	
W-2	Not Started	

**SWICA Discrepancy Details**

Individual Information									
PIN:	Name:	Updated Date: 01/30/2015							
Case:	Discrepancy on other Case:	NO							
SWICA Wage Details									
Report Quarter:	3/14								
Quarter Begin:	07/2014	Quarter End: 09/2014							
Total CARES Wages this quarter:	\$								
SWICA Employer Information									
SWICA Employer ID	SWICA Employer Name	Quarterly SWICA Amount							
197940	GREEN BAY DRESSED BEEF LLC	\$9,500.00							
844844	Z'S TACO HUT LLC	\$69.00							
Tolerance Details (Individual Level Depending on Program)									
FPL Details (Assistance Group Level)									
Assistance Group	Sequence	Benefit Month	Converted/Monthly SWICA Wage	CARES Wage	Employment Difference (SWICA - CARES)	CARES Gross Income	New Gross Income (CARES Gross Income + Employment Difference)	FPL Amount	FPL Test
FS	01	07/2014	\$3,165.13	\$0.00	\$3,165.13	\$0.00	\$3,165.13	\$2,116.00	Fail
FS	01	08/2014	\$3,165.13	\$0.00	\$3,165.13	\$608.00	\$3,773.13	\$2,552.00	Fail
FS	01	09/2014	\$3,165.13	\$0.00	\$3,165.13	\$608.00	\$3,773.13	\$2,552.00	Fail

Match Date MM/DD/YYYY Go

Close

SWICA Creation Date	Months Covered	Quarter Covered
1/30/2015	July 2014 – September 2014	2014 Q3
5/8/2015 (2 week delay)	October 2014 – December 2014	2014 Q4
7/31/2015	January 2015 – March 2015	2015 Q1
10/30/2015	April 2015 – June 2015	2015 Q1

## **2. Case Comments:**

Best Practice: Accurate and thorough case comments provide information needed to summarize appropriate actions were taken to resolve the discrepancy. Please include time frames and income information reviewed.

## **3. Withdraw Requested:**

Discrepancies should not be requested to be “withdrawn” but rather researched and completed; for this reason, W-2 agencies are not allowed to withdraw them. If you believe a discrepancy was created in error, please contact the W-2 Help Desk to investigate potential system or logic errors. For these, please indicate a resolution status of, “Resolved – No Impact”.

## **4. Work Items with no Discrepancy**

We are aware of Work Items existing when there is no corresponding discrepancy. We are working on the logic to resolve these; I will communicate more information on timelines as I receive it.

### **Issues:**

1. Work Item created for SOLQI discrepancy, none on case. This issue was related to SOLQ-I discrepancies being created for deleted individuals when processing SMRFs. This has been fixed and released to Production as part of the 6/6 (this past Saturday) release.
2. Work Item still shows on information bar after Discrepancy is resolved, or no Discrepancy showed in the first place. It occurs in scenarios where individuals are deleted from a case, and then a discrepancy is created for them via batch before the worker runs confirmation. In such a scenario, the discrepancy and Work Item are created, but the individual has already been deleted off the case.

### **Impact:**

Discrepancy work items exist but there are no corresponding discrepancies in the Discrepancy panel.

### **Temporary Fix:**

We will schedule a SPUFI to run every night to remove the Work Items created for deleted PINs, and resolved discrepancies, because of this issue.

If you continue to see the Work Items for more than 24 hours, please contact the W-2 Help Desk – Do not flag with Withdraw Requested or Escalated.

## **5. Milwaukee Default FEP:**

All discrepancies inappropriately assigned to XMX155 will be reallocated accordingly on June 30, 2015.

## **6. Discrepancy Resolution Walk-Through:**

The purpose of this meeting is to walk through the screens and actions needed to resolve all W-2 discrepancies, as well as answer questions and address common issues I'm seeing.

- Please send agenda suggestions to Amber Hardin by Monday, June 29<sup>th</sup> for consideration. I will send an agenda to all on Monday, July 6<sup>th</sup>.

## **7. Third Party Unearned Income v. Data Exchanges:**

**Third Party Verified Unearned Income:** The agency will receive these reports once a year from me via email; this is a manual process and not done through an electronic data exchange or displayed on the CWW Dashboard. The information I provide is considered third party verified, and does not need to be verified for validity. It does require contact with the participant if the information is confusing or incomplete, or if it was a lump sum received once. In those instances, the agency needs to determine if the PP held onto assets beyond \$2,500 for 2 or more months without reporting it.

**Discrepancies:** These result from electronic data exchanges and display on the CWW Dashboard. These include SWICA, SOLQ-I, UIB, and Prisoner. They are not considered third party verified, and contact with the client or payment source needs to be done before processing.

## **8. W-2 Geographical Area:**

There are existing W-2 cases that are missing the Geographical Area info in the CWW Case Summary page and the W-2 CARES Coordinator worker cannot update the Geographical Area field.

Please make sure this field is populated, and update if you are able. I will communicate more information on this issue as I receive it.